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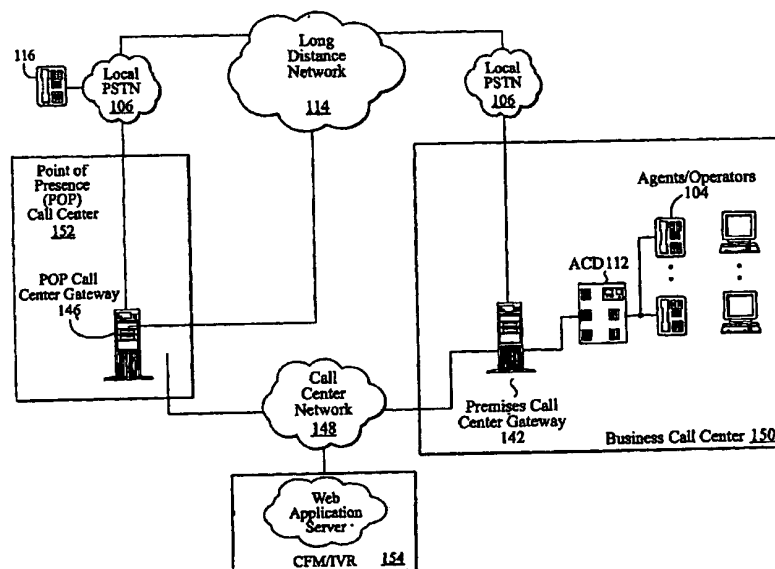
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(54) Title: **DISTRIBUTED CALL CENTER WITH LOCAL POINTS OF PRESENCE**



(57) Abstract: A Virtual Intelligent Network (VIN) featuring a distributed call center system capable of answering, servicing, queuing and routing of calls at local point of presence (152) to reduce communications costs and enhance operational efficiency for inbound and outbound call centers. The VIN includes a set of point-of-presence call center gateways (146) distributed at points of presence close to the point of call origination (116) that are connected by a user controlled virtual private network to premises call center gateways (142) at business locations where the call centers reside.

WO 01/035617 A3

WO 01/035617 A3



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# INTERNATIONAL SEARCH REPORT

International Application No  
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A. CLASSIFICATION OF SUBJECT MATTER  
IPC 7 H04M3/51 H04M3/523 H04M3/42

According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)  
IPC 7 H04M

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)  
EPO-Internal, WPI Data, PAJ

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

| Category * | Citation of document, with indication, where appropriate, of the relevant passages  | Relevant to claim No. |
|------------|---|-----------------------|
| A          | WO 99 20032 A (BRADY PATRICK K)<br>22 April 1999 (1999-04-22)<br>page 3, line 4 -page 5, line 14<br>page 10, line 6 -page 11, line 5<br>figure 1<br>--- | 1-51                  |
| A          | WO 99 23584 A (FRIEDMAN MARK M ;IOTA IND<br>LTD (IL); STERN YONATAN PESACH (IL))<br>14 May 1999 (1999-05-14)<br>page 9 -page 10<br>---                  | 1-51                  |
| A          | US 5 771 275 A (GLITHO ROCH ET AL)<br>23 June 1998 (1998-06-23)<br>column 2, line 14 - line 43<br>---   | 1-51                  |
| A          | WO 99 26395 A (GENESYS TELECOMM LAB INC)<br>27 May 1999 (1999-05-27)<br>page 4, line 13 -page 6, line 2<br>---<br>-/--                                  | 1-51                  |

☒ Further documents are listed in the continuation of box C.

☒ Patent family members are listed in annex.

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| C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT |   |                       |
|--|---|-----------------------|
| Category *   | Citation of document, with indication, where appropriate, of the relevant passages                      | Relevant to claim No. |
| A  | <p>EP 0 660 573 A (AT &amp; T CORP)<br/>28 June 1995 (1995-06-28)<br/>column 5, line 8</p> <p>-----</p> | 1-51                  |

# INTERNATIONAL SEARCH REPORT

Information on patent family members

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| Patent document<br>cited in search report |   | Publication<br>date | Patent family<br>member(s)  | Publication<br>date  |
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